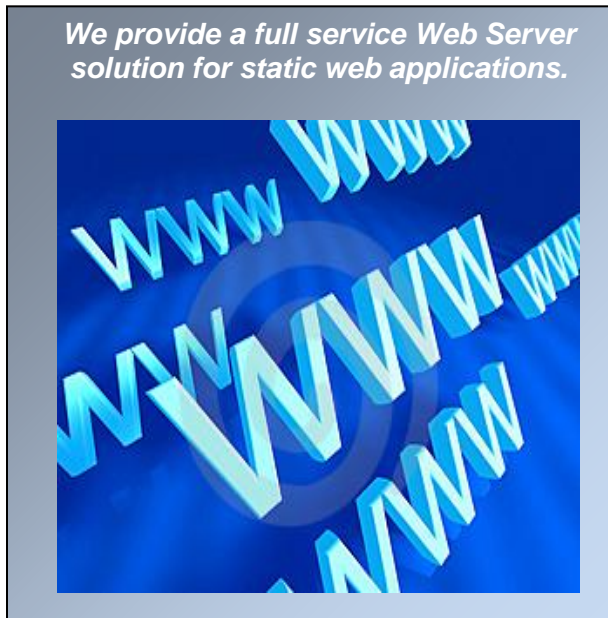


Software as a Service



Service Desk: 888-USE-NITC

Web Server



Service Description

NITC provides an enterprise-class web server solution that meets agency requirements for light-weight web applications that require very little dynamic data. This offering includes simple scripting capable of supporting light-weight database updates and data retrieval.

What is Included

- IBM HTTP™ or Apache™ Web server
 - Optional eAuthentication protection
 - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Perl, PHP, SSJS, JSP, Python, Ruby, AJAX, VBScript

How We Charge

Hosting charges are based on the following factors:

- Number of Web Application Server solutions
 - Includes HA Production, HA Staging, and Development environments
- Optional Web Database requirements
- Optional eAuthentication integration

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other NITC Software as a Service offerings to minimize application integrations efforts and reduce costs through economies of scale